



FROM | nh healthy families.

Ambetter from NH Healthy Families

*Commission to Evaluate the
Effectiveness and Future of the
Premium Assistance Program*

9/6/2017

Overview



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- Ambetter has served both PAP and FFM members on NH's Health Insurance Marketplace since 2016
- We offer a unique perspective being the only plan to serve as both an MCO in the Medicaid Managed Care program and a QHP in the Marketplace
- Our approach is local with nearly 150 employees in Bedford, NH including local clinical and case management staff and a consumer call center.
- We offer a large network of providers including 25 NH hospitals, 1,539 PCPs, and 1,100 behavioral health practitioners
- We utilize the same case management and coordinated care practices for both MCM and Marketplace populations

Care Management



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NH Healthy Families offers our Integrated Care Management Program to members with complex medical and/or behavioral healthcare needs:

- ***One point of contact for members*** to build trust and strengthen relationship with member to increase member engagement
- ***One integrated care management team*** to address all clinical needs – physical and behavioral – of members in a comprehensive and coordinated manner
 - Includes physical and behavioral health nurses and medical directors; pharmacists; social workers; etc.
- ***One integrated care plan*** accessible to each member of the integrated care management team
 - Ensures one comprehensive source of truth with focus on member-centric goals, interventions and outcomes

Substance Use Disorder



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- State Substance Use Disorder benefits covered:
 - Initial Assessments
 - Crisis Intervention
 - Individual, family, and group counseling
 - Withdrawal management
 - Suboxone and methadone administration & services
 - Intensive outpatient and partial levels of care
 - Inpatient rehabilitative services
 - Peer recovery support
- Additional SUD Programs
 - Free Atomizer Program
 - Support for Development of Recovery Coaches
 - Medication-Assisted Recovery Coverage
 - Dedicated Substance Use Disorder Coordinator



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Earn up to \$225 Annually for Staying Healthy

Rewards Program
myhealthpaysTM

EARN REWARDS FOR STAYING HEALTHY:

- \$50** Complete your online Ambetter Wellbeing Survey
- \$50** Complete your annual wellness exam
- \$25** Get your annual flu vaccine
- \$50** Complete a personalized health plan

Rewards can be used to help pay for:

- Baby Care Items
- Healthy Groceries
- Over-the-counter medications
- Personal care items
- Gym reimbursement

Notes:

- Members receive their card after completing their first qualifying program.
- Members can track their award totals on the secure member portal.
- In 2017, award dollars may be used at Rite Aid, CVS and Walmart.

